

- ATTENTION:**
- GENERAL MANAGER
 - PARTS MANAGER
 - CLAIMS PERSONNEL
 - SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

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QUALITY DRIVEN® SERVICE

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2009-2013 Forester
 2008-2014 Impreza
 2005-2014 Legacy
 2005-2014 Outback
 2006-2008 Tribeca

NUMBER: WUF-91
NHTSA: 19V-297
DATE: 04/15/19

SUBJECT: Replacement Ignition Switch Recall

INTRODUCTION:

Subaru of America, Inc. (Subaru) is recalling certain vehicles in the ranges listed below to inspect and potentially replace the ignition switch. A total of 511 U.S. vehicles will be affected by this recall.

AFFECTED VEHICLES:

Coverage for this recall must be confirmed by using the Vehicle Coverage Inquiry function on Subarunet.com. This information is now available.

Model Years	Carline	Vehicle Count
2009-2013	Forester	266
2009-2011	Impreza	58
2008-2014	WRX	22
2005-2014	Legacy	47
2005-2014	Outback	108
2006-2008	Tribeca	10

DESCRIPTION OF THE DEFECT AND SAFETY RISK:

In some of the potentially affected vehicles, a previously-installed Genuine Subaru replacement ignition switch may contain a ball spring susceptible to long-term wear and possible fatigue breakage.

If the ball spring inside the ignition switch breaks, the retention force of the ignition switch would be reduced. If this occurs and heavier items are attached to the ignition key while the vehicle is driven over rough surfaces, the weight may exceed the retention force of the broken ball spring and pull the ignition switch from the “ON” position to the “ACC” position.

If the ignition switch is pulled from the “ON” position to the “ACC” position the engine would stop running while the vehicle is in motion, increasing the risk of a crash. If a crash occurs under this condition, the airbag system may not react as designed, increasing the risk of injury.

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.</p>
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DESCRIPTION OF THE REMEDY:

Subaru dealers will inspect the lot number of the ignition switch and if it is within the affected range, replace it with a remedied one.

RETAILER RESPONSIBILITY:

Any vehicles listed in any recall/campaign that are in retailer stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to repair.
- Repaired in accordance with the repair procedures outlined in the Product Campaign Bulletin.

Retailers are to promptly perform the applicable service procedures to correct all potentially affected vehicles in their inventory (used, demo & SSLP). Additionally, whenever a vehicle subject to this recall is taken into retailer inventory necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

The vehicles included in this recall were identified based on retail sales records of specific Genuine Subaru replacement ignition switches sold between February 2017 and October 2018, containing specific manufacturing lot numbers. A very small quantity of the sales could not be traced to a specific VIN. As a result, the estimated number of unidentified potentially defective Genuine Subaru replacement ignition switches is less than 10.

If a customer who owns a similar vehicle not identified under this recall either (1) has knowledge that they had a Genuine Subaru replacement ignition switch installed in their vehicle after February 21, 2017, or (2) purchased the vehicle as used after February 21, 2017 and is unaware of the service history of the vehicle, they may qualify to have the ignition switch lot number checked upon request.

To qualify, the vehicle must have a mechanical key ignition and be included in the following: 2005-2014MY Legacy/Outback, 2006-2014MY Tribeca, 2008-2011MY Impreza, 2008-2014MY Impreza WRX/WRX, or 2009-2013MY Forester applicable to one of the two situations stated above. If a customer makes such a request, fully document the situation and contact the Subaru Claims Helpline at 1-866-782-2782 for further instruction.

RETAILER AFFECTED VIN LISTS:

Each Subaru retailer will receive an affected VIN list from their Zone Office. Vehicles will be assigned to retailers as follows:

- Original vehicle owners are assigned to the original selling retailer when their current address is within a 100-mile radius of that retailer.
- If the original selling retailer is inactive, the VIN has been assigned to the nearest active retailer.
- For any new owners or when original owners live more than 100 miles from the original selling retailer, the VIN has been assigned to the nearest active retailer.

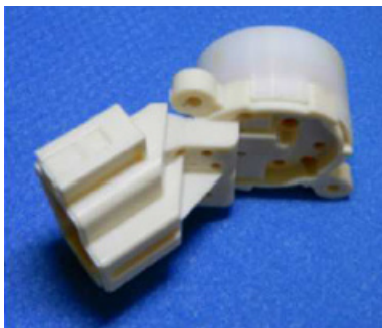
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IMPORTANT: Retailer affected VIN lists include information for vehicles affected by this recall. This information will enable retailers to follow up with owners of affected vehicles. The lists contain owners' names and phone numbers obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are required to limit the use of these lists for the sole purpose of completing this recall.

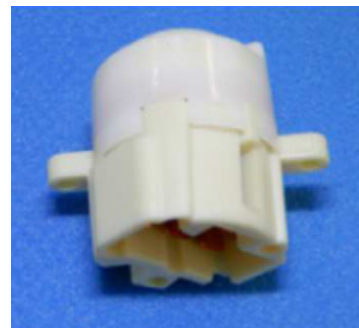
OWNER NOTIFICATION:

Subaru is in the process of acquiring current registration data and will notify affected vehicle owners by first class mail in May. Owners with a valid email address on file will also be notified by email. Retailers will be advised when the notification is scheduled.

PART INFORMATION:



2005-2006MY Legacy / Outback and Tribeca: P.N. **83131AG000**



2007-2014MY Legacy / Outback, Forester Impreza / WRX / STI P.N. **83131KG000**

REMINDER: Always order the most up-to-date replacement parts based on the specific VIN being repaired.

SERVICE PROCEDURE / INFORMATION:

This procedure involves inspection of the lot number located on the face of the ignition switch. On some of the affected vehicles, a mechanical key ignition switch installed as a service spare part may contain a ball spring which could be susceptible to long-term wear and possible fatigue breakage. If the ball spring breaks, the retention force of the ignition switch is reduced. If heavier items are attached to the ignition key and the vehicle is driven over rough surfaces, the weight of the items may exceed the retention force of the broken ball spring and pull the ignition switch from the "ON" position to the "ACC" position. If this occurs the engine may unexpectedly stop running.

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

The service procedures for Ignition Switch replacement remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

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Step 1- Record the customer's radio station presets and Navigation Favorites (where applicable).

Step 2- Disconnect the Battery ground cable and wait at least 60 seconds before proceeding.

Step 3- CAREFULLY remove the instrument panel lower cover and steering column upper and lower covers following the procedures in the applicable Service Manual.

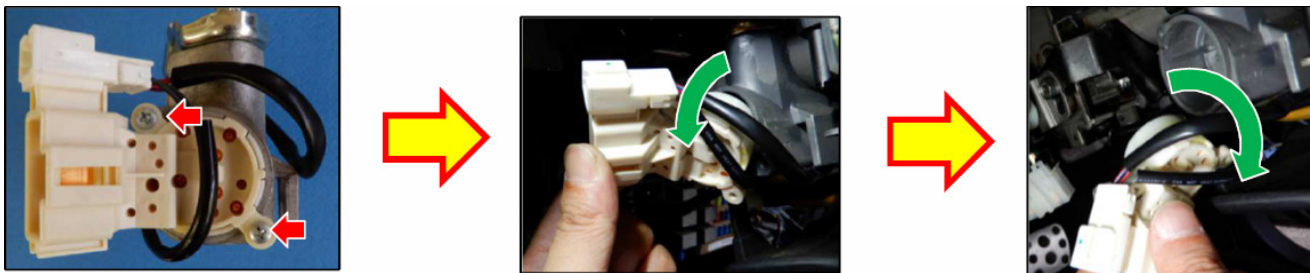
REMINDER: Always take all proper precautions to protect these highly visible trim components from damage during their removal and reinstallation.

Step 4- CAREFULLY access and remove the electrical portion of the ignition switch assembly to confirm the Lot Number. (**NOTE:** To complete this inspection, follow the steps below specific to each MY / Model.)

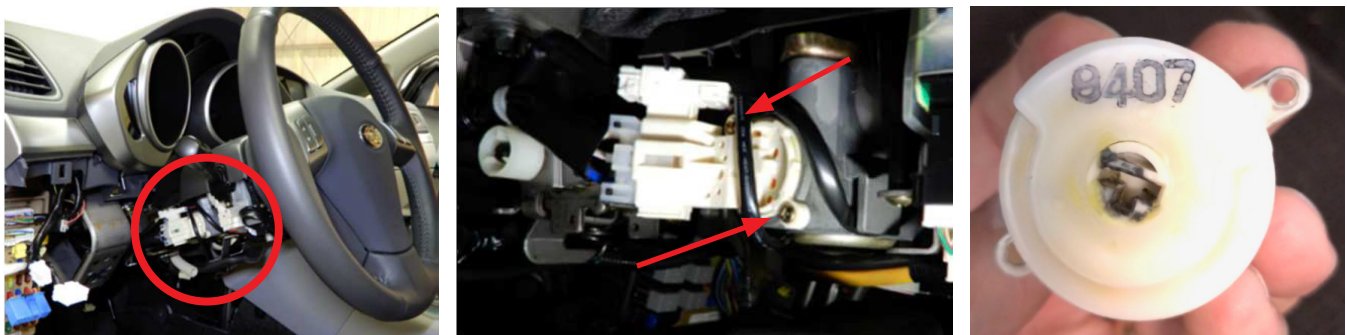
- **For 2005-2006MY Legacy / Outback and Tribeca Models:**

1. Disconnect the ignition switch harness and key lock solenoid connectors.

CAUTION: The harness for the key lock solenoid is routed around the ignition lock assembly. After CAREFULLY disconnecting the harness connector, do not pull on, reposition or un-twist the key lock solenoid harness any more than necessary to facilitate removing the ignition switch from ignition lock assembly.



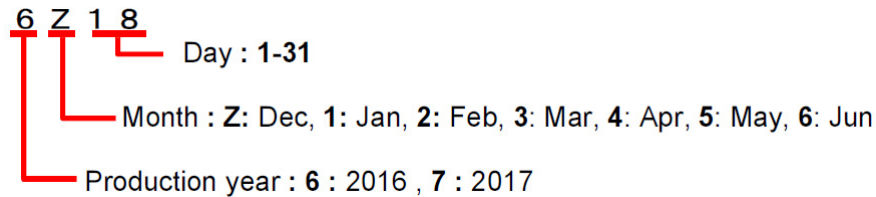
2. Remove the two (2) ignition switch Philips head retaining screws.



3. Remove the ignition switch from the ignition lock assembly.

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4. Confirm the Lot Number on the face of the ignition switch using the chart below.

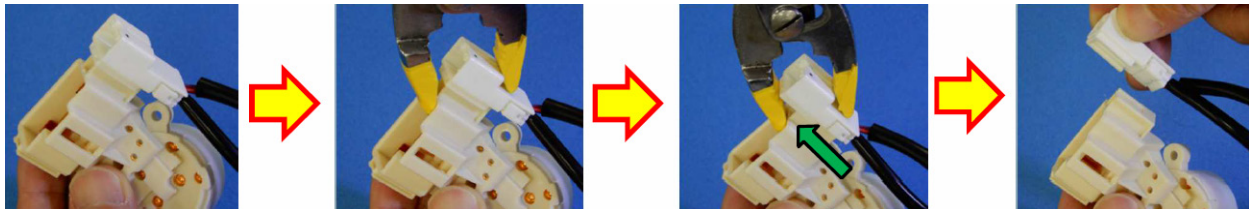


Using the chart above as a guide, if the Lot Number is between **6Z18** (December 18, 2016) and **7602** (June 2, 2017), the ignition switch MUST be replaced. If the Lot Number is illegible, **REPLACE** the ignition switch assembly.

NOTE: Always record the ORIGINAL ignition switch Lot Number on the hard copy of the Repair Order as it will be required for claim submission.

IMPORTANT CAUTIONS:

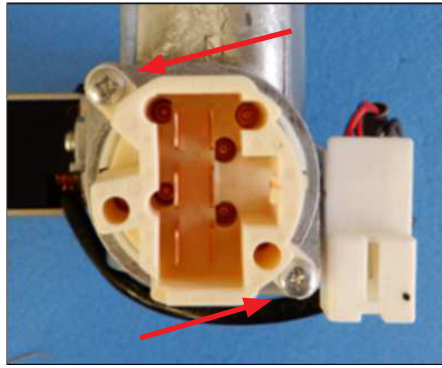
- If replacing the ignition switch on one of these models, **CAREFULLY** removing the key lock solenoid connector from the ignition switch by using pliers as shown below and swap it over to the new switch. Apply electrical tape to the plier jaws to protect the connector.
- If the connector or wiring is damaged, the ignition steering lock assembly will require replacement including recoding of the new assembly to match the original keys by a certified locksmith.
- **NOTE:** Removing the key lock solenoid connector, as shown in the sequence below, is only required if the ignition switch requires replacement.



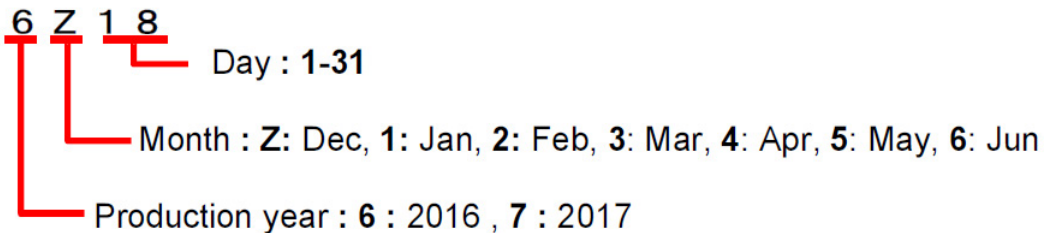
5. **CAUTION:** After reinstalling the ignition switch back into the lock housing, torque the 2 retaining screws to 1.1 Nm (9.7 inch-pounds). **DO NOT OVER-TIGHTEN.** Confirm all functions of the ignition switch (OFF, ACC, ON, and START). With the engine OFF and parking brake fully engaged, confirm the function of the ignition interlock by attempting key removal in a gear other than park. Proceed to **Step 5** below.

- **For 2007-2009MY Legacy, Outback, Impreza, WRX, STI and Forester Models:**
 1. Remove the harness connector from the ignition switch.
 2. Remove the two (2) ignition switch Philips head retaining screws.

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3. Remove the ignition switch from the ignition lock assembly.
4. Confirm the Lot Number on the face of the ignition switch using the chart below.



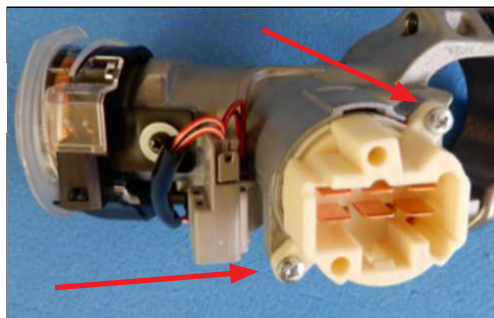
Using the chart above as a guide, if the Lot Number is between **6Z18** (December 18, 2016) and **7602** (June 2, 2017), the ignition switch MUST be replaced. **NOTE:** If the Lot Number is illegible, **REPLACE** the ignition switch assembly.

5. **CAUTION:** After reinstalling the ignition switch back into the lock housing, torque the 2 retaining screws to 1.1 Nm (9.7 inch-pounds). **DO NOT OVER-TIGHTEN.** Confirm all functions of the ignition switch (OFF, ACC, ON, and START). With the engine OFF and parking brake fully engaged, confirm the function of the ignition interlock by attempting key removal in a gear other than park. Proceed to Step 5 below.

- **For 2010-2014MY Legacy / Outback Models:**

For these models, the ignition switch is accessed from the right side of the steering column.

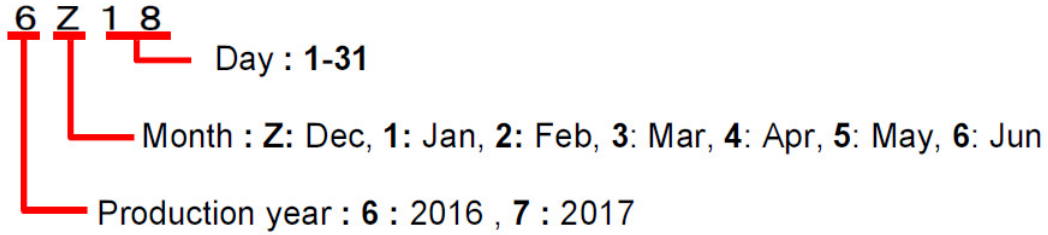
1. Remove the harness connector from the ignition switch.
2. Remove the two (2) Philips head retaining screws.



3. Remove the ignition switch from the ignition lock assembly.

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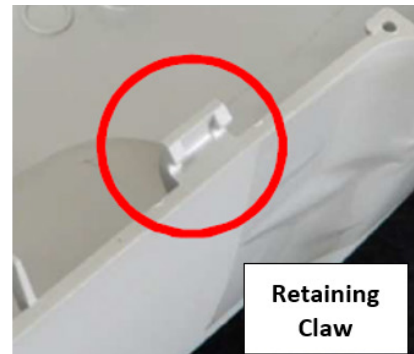
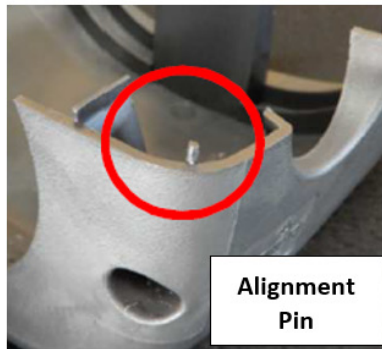
4. Confirm the Lot Number on the face of the ignition switch using the chart below.
NOTE: If the Lot Number is illegible, REPLACE the ignition switch assembly.



Using the chart above as a guide, if the Lot Number is between **6Z18** (December 18, 2016) and **7602** (June 2, 2017), the ignition switch **MUST** be replaced. **NOTE:** If the Lot Number is illegible, REPLACE the ignition switch assembly.

5. **CAUTION:** After reinstalling the ignition switch back into the lock housing, torque the 2 retaining screws to 1.1 Nm (9.7 inch-pounds). **DO NOT OVER-TIGHTEN.** Confirm all functions of the ignition switch (OFF, ACC, ON, and START). With the engine OFF and parking brake fully engaged, confirm the function of the ignition interlock by attempting key removal in a gear other than park. Proceed to **Step 5** below.

Step 5- CAREFULLY reinstall the column covers and instrument panel lower cover in reverse order of removal. **IMPORTANT:** Always be CAREFUL to engage the alignment pins and retaining claws properly as shown below.



Step 6- Reset the customer's radio station presets and Navigation Favorites (where applicable) to complete the procedure.

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through Subarunet.com.

Labor Description	Labor Operation #	Fail Code	Labor Time	Claim Type
IGNITION SW. R&R, LOT NO. INSPECTION ONLY	186-310	WUF-91	0.6	RC
IGNITION SW. R&R, LOT NO. INSPECTION & REPLACEMENT	186-311		0.6	

REMINDER: The Lot Number for the ORIGINAL ignition switch must be entered in the Miscellaneous Detail field.

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IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

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OWNER NOTIFICATION LETTER



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Notice to Lessors: *Under Federal law the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor must also keep a record of the lessee(s) to whom this letter is sent, the date sent, and the applicable vehicle identification number (VIN). (For the purposes of this section, a lessor means a person or entity that in the last twelve months prior to the date of this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)*

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